

DEPARTMENT REPORT

NOVEMBER, 2014

DIRECTOR'S OFFICE

- The Health Director and Communicable Disease staff continue to monitor the Ebola outbreak via CDC updates and conference calls with local, state and national officials.
- The Health Director and staff attended the Environmental Public Health Leadership Awards Ceremony on November 14, 2014 at the UNL Innovation Campus. Awards were presented in the categories of Business & Industry, Agriculture, Education, Community Organization, Government and Individual Citizen. One hundred fifty individuals attended the event.
- The Health Director serves on the Community Action Partners Board of Directors and attended the Community Action Partners the Annual Car Giveaway on November 21, 2014.
- The Health Director and Community Health Services Manager met with Midwest Medical regarding issues of future interest to both agencies.
- The Health Director and key staff continue to meet with Lincoln Fire and Rescue management staff on issues of interest to both Departments.

ANIMAL CONTROL

	Sep 12- Oct 12	Sep 13- Oct 13	Sep 14- Oct 14
Pet Licenses Sold	10005	9956	10266
Cases Dispatched	3897	4275	4271
Investigation	4199	4619	4627
Animals Impounded			
Dogs	294	284	303
Cats	240	273	275
Court Citations Issued	78	81	53
Warnings/Defects Issued	1916	2976	2561
Bite Cases Reported	86	67	96
Attack Cases Reported	11	8	14

Department Report – November, 2014

Dogs Declared (PPD, DD,V)	17	17	18
Animal Neglect Investigations	97	83	114
Injured Animal Rescue	145	152	169
Wildlife Removal	97	70	89
Dead Animal Pickup	430	373	441
Lost and Found Reports	471	407	473
Phone Calls	9602	8018	8254
Average Response Time (in mins)	29	22	16

- Staff are submitting a grant application to the American Society for the Prevention of Cruelty to Animals (ASPCA) to allow the Animal Emergency Response Plan to be completed including some training and one or two exercises to test the plan and make any needed changes. The grant will be submitted as a collaborative project with the Capital Humane Society. The total is \$5,000.00 with the possibility of future grants for larger amounts.
- Animal Control is working with staff from Information and Fiscal Management to “map out” and chart our major work duties. The ones currently being completed include: the pet licensing process from beginning to end, dispatch processes, the components of investigations including bites, neglect and cruelty and others. This has proven to be very useful so far and will improve the efficiencies and effectiveness of work procedures and will help with new employee orientation and training.
- Staff are working on the shift bid for next year and a seasonal work schedule to be able to respond to all the bat calls we get between June and September.
- Animal Control has a vacancy for a dispatcher position. City/County Human Resources is reviewing and scoring applicants. Interviews will be held in early December.
- There has been an increase in animal neglect investigations and cases. There are more cases where there are multiple dogs and cats involved. It has not been unusual to be called out on an alleged neglect/cruelty case and find the owner with 3 or more dogs and 2 or 3 cats all in the same residence.
- The 2013-2014 Animal Control Annual Report statistics have been updated on the website. You can go to www.lincoln.ne.gov keyword: Animal to see the latest on the Animal Control website.

COMMUNITY HEALTH SERVICES

Health Insurance Marketplace

- The open enrollment period of the Health Insurance Marketplace is open from November 15, 2014 to February 15, 2015. There are four (4) insurance companies offering plans in Nebraska on the Marketplace: Coventry, CoOpportunity, Blue Cross/Blue Shield of Nebraska and Assurant Health. Twenty eight (28) CHS staff completed the 2015 Certified Application Counselors (CAC) training this month. Training also consisted of NE Medicaid & Economic Assistance application review on November 6th. Forty five (45) LLCHD staff and community partners were in attendance. Partners attending were from the Community Action Partnership of Lancaster & Saunders Counties, People's Health Center, Nebraska Appleseed, El Centro de las Americas, and the Center for People in Need.
- An internal Quality Improvement (QI) Project related to the Marketplace was completed by Anita King, Amy Marshall, Jazzlyn Green and Kim Rettig this month. The group created a one page algorithm to guide CACs and Navigators when a client they are serving does not qualify for premium tax credits or Nebraska Medicaid and is not offered health insurance by their employer. The algorithm helps to guide users toward viable, local resources for health care: People's Health Center, Nebraska Urban Indian Health Center, Health 360, Lancaster County General Assistance (GA), Private Providers, Urgent Care Centers, Free Medical Clinics (Clinic with a Heart and People's City Mission Medical Clinic), and student health centers. The group presented their final product during the annual NE Medicaid training.
- LLCHD CACs are partnering with CACs from People's Health Center to provide outreach activities at Clinic with a Heart and the Center for People in Need. Outreach activities are intended to assist the uninsured connect to a source of health care via the Marketplace, NE Medicaid, or through other resources listed previously. Anita King and Jeff Krotz created a screening tool for those who may be eligible for the Marketplace or NE Medicaid specific to their household income and family size. Follow-up appointments at LLCHD or People's Health Center will be made for those who are found eligible for premium tax credits on the Marketplace. Outreach occurs twice a week at Clinic with a Heart during their general clinics and once a week at the Center for People in Need during their large food distribution events. We are also planning outreach events during toy giveaways at the Center.
- Three educational videos were produced by community partners to increase awareness about obtaining health insurance in the Marketplace, choosing a health insurance plan in the Marketplace, and using health insurance. Aaron Bowen (Community Action Partnership of Lancaster & Saunders Counties) and Isela Meza (People's Health Center) helped LLCHD and Melissa Fuller from CIC tape the videos. Because many of the clients we serve have been without health insurance for a long time, the intent was to familiarize this audience with basic information. Partners may choose to add the videos to their websites or play them in their clinical waiting rooms. The videos are also available on Channel 10 Health. Links to the video are below:

How to Get Health Insurance on the Marketplace

https://www.youtube.com/watch?v=cKHZi_gLftk&list=UUKJG4f-K5ivcq4E8-DNgYgw

How to Choose Health Insurance on the Marketplace

https://www.youtube.com/watch?v=DmA_Gtfc-4I&list=UUKJG4f-K5ivcq4E8-DNgYgw

How to Use Health Insurance

<https://www.youtube.com/watch?v=80qZZ0i841Y&list=UUKJG4f-K5ivcq4E8-DNgYgw>

Patient Satisfaction Survey Results

- One hundred thirty seven (137) patients participated in a satisfaction survey in October for the Public Health Clinic, WIC, Dental Clinic, and Home Visiting Services. *Overall, our services were rated 4.76 out of 5.0 by our patient in this time period.* This was an increase from our average rating of 4.73 in June 2014. Other results were:

Language

Surveys are available in Arabic, English, Spanish, and Vietnamese. We do not ask a question on the survey about primary language spoken, thus a survey could be completed in English with the help of an interpreter.

- English Language Surveys = 121 (1 survey noted Burmese translator.)
- Spanish Language Surveys = 10
- Arabic Language Surveys = 5
- Vietnamese Language Surveys = 1

Did you have any problems scheduling your appointment for today? No blank answers.

- No = 132 (96%) (99% June 2014.)
- Yes = 5 (4%)

Was the staff polite and friendly?

- Clinic Staff – Yes = 100% (Same as June 2014 survey.)
- Reception Staff – Yes = 99% (98% in June 2014.)
- Interpreter – Yes = 99% (97% in June 2014.)
- Other – Yes = 100% (96% in June 2014.)

Were your questions answered? 4 blank answers.

- Yes=133 (100%) (Same as June 2014 survey.)

Were you given the information you needed? 2 blank answers.

- Yes= 133 (99%) (100% in June 2014.)
- No=2 (1%)

DENTAL HEALTH & NUTRITION

WIC

Caseload (Participation):

Total	3955
Main	3039
LMEP	76
Cornhusker Clinic	840

This is the last month that LMEP should have participants. Clinic closed Sept 30, 2014, but 76 participants received 2 months of checks. (for Sept and Oct).

Food: For June 2014 -

Food Monthly Obligations	\$ 240,974.57
Food Pkg Avg.	\$ 69.97
Women	\$ 44.77
Infants	\$ 142.31
Children	\$ 49.23

Mentoring:

	(Number and school)
Students	11 UNMC RN students
Interns	
Volunteers	2
LMEP Residents	3

Dental Health

Number of clients served (unduplicated client count): 633

Number of client encounters (duplicated client count): 730

Number of patient visits (duplicated provider appointments): 1032

Number of children: 438 (57%)

Medicaid enrolled clients: 380 (60%)

Clients at or below 100% of poverty receiving services at minimum fee: 181 (29%)

Clients ranging 101%-200% of poverty receiving services on a sliding fee: 61 (10%)

Clients enrolled in General Assistance: 11 (2%)

Race/Ethnicity/White Non-English (Arabic, Kurdish, Farsi, French, Ukranian): 434 (69%)

Clients seen during extended hours: 87 clients, 91 encounters, 145 provider appointments, 82 children (94%).

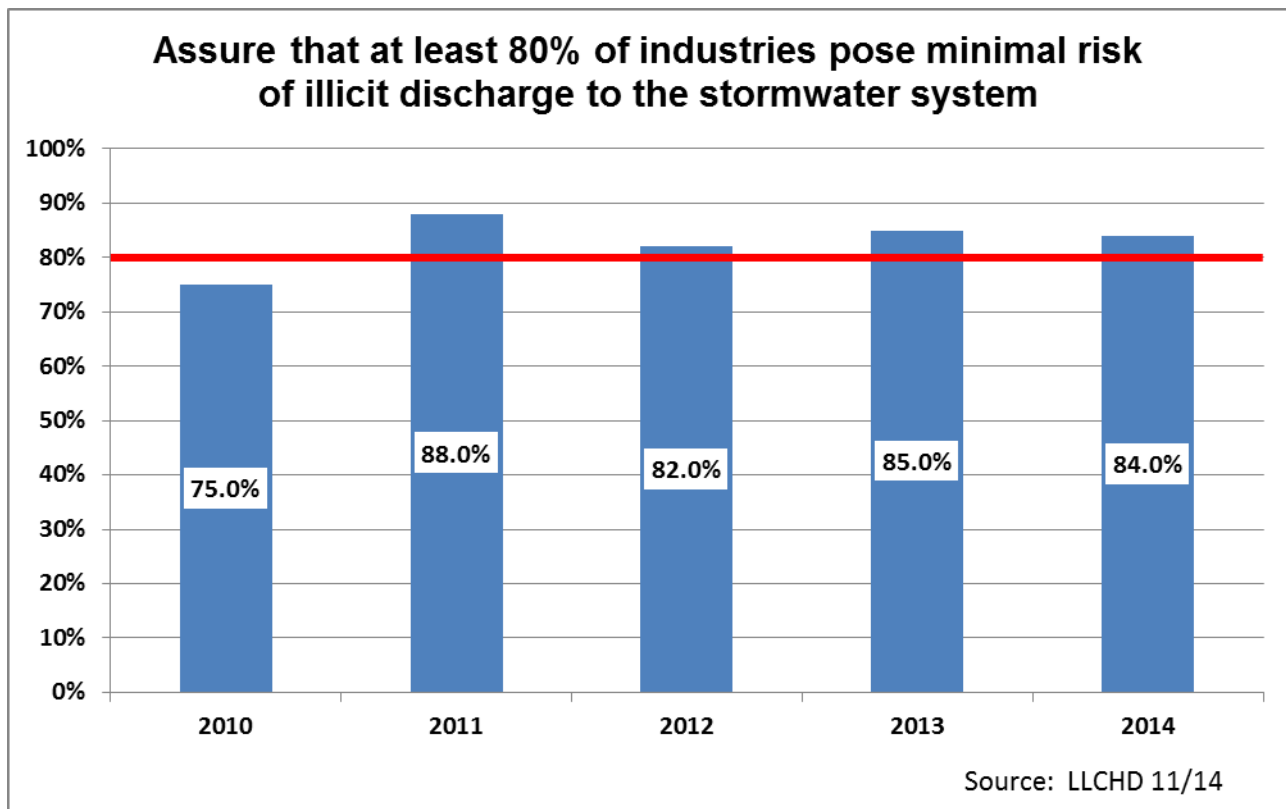
Community Outreach:

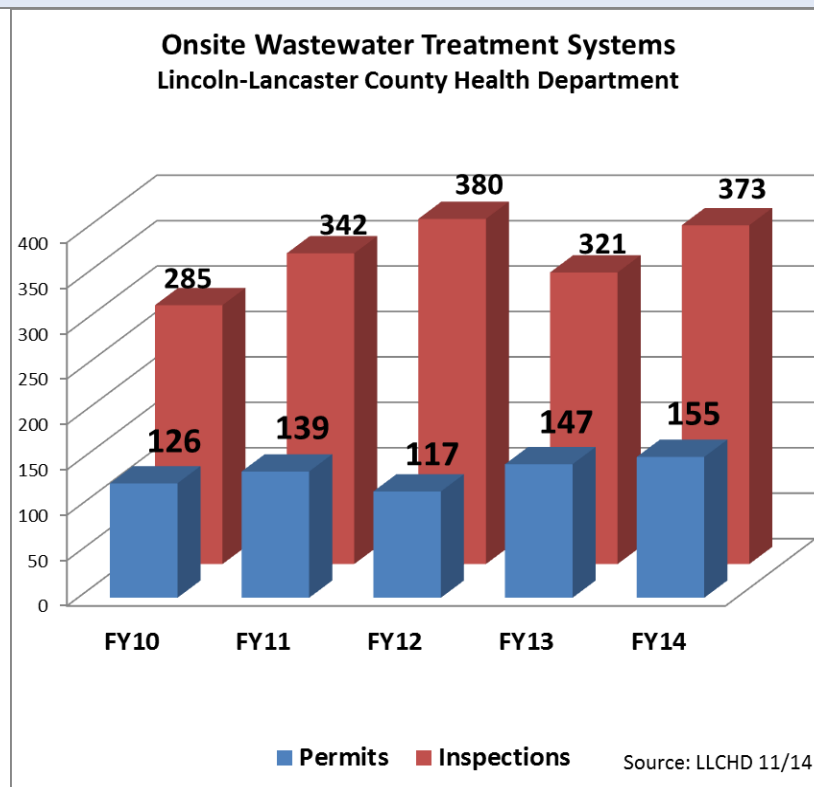
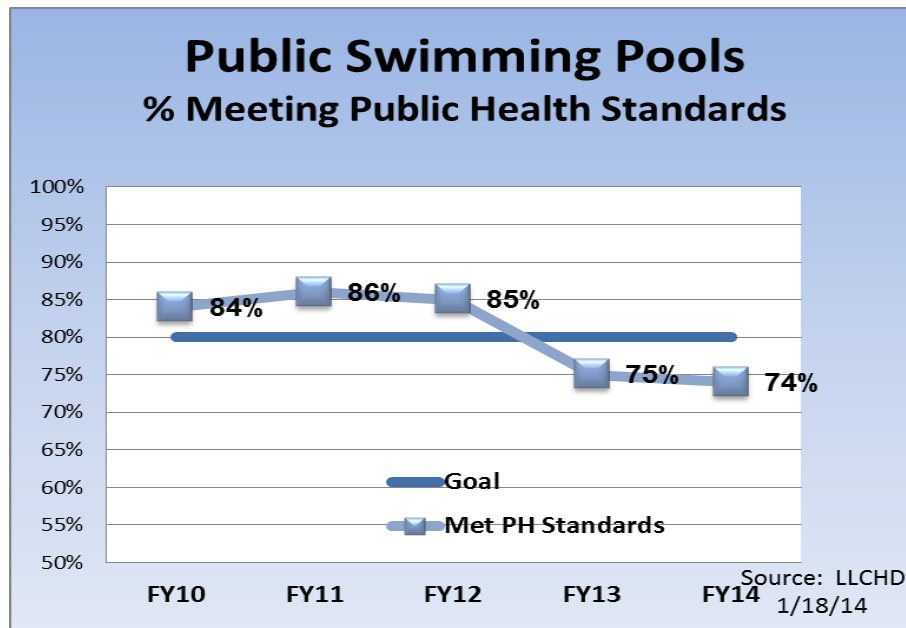
- Screened 165 students at Eagle Elementary School
- Presentation at Center Pointe for 12 clients

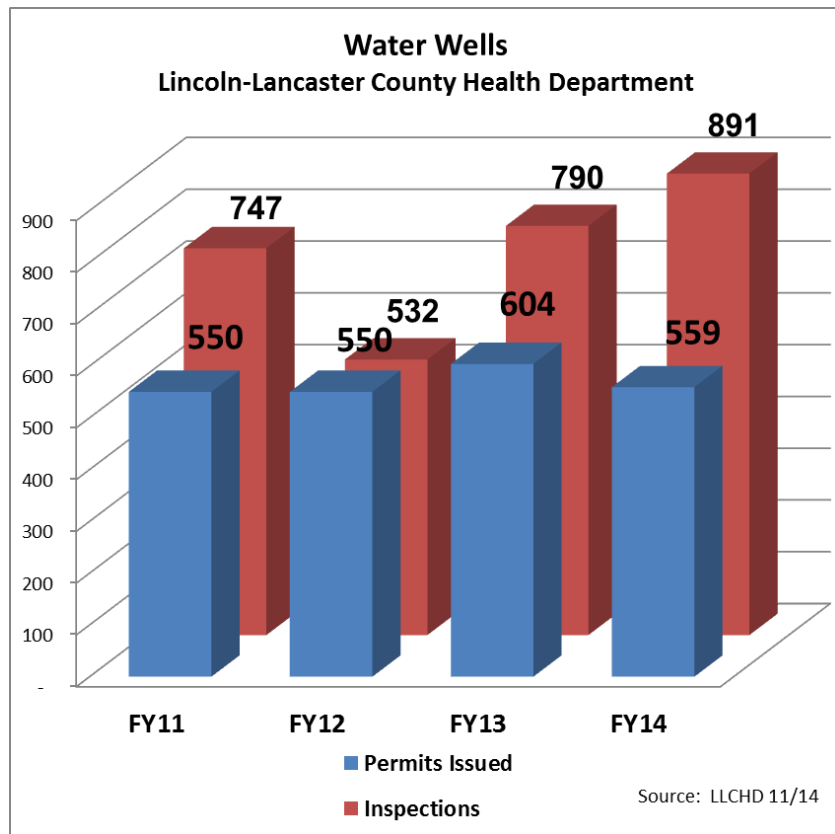
- Presentation to UNMC College of Dentistry Dental Hygiene students: 30

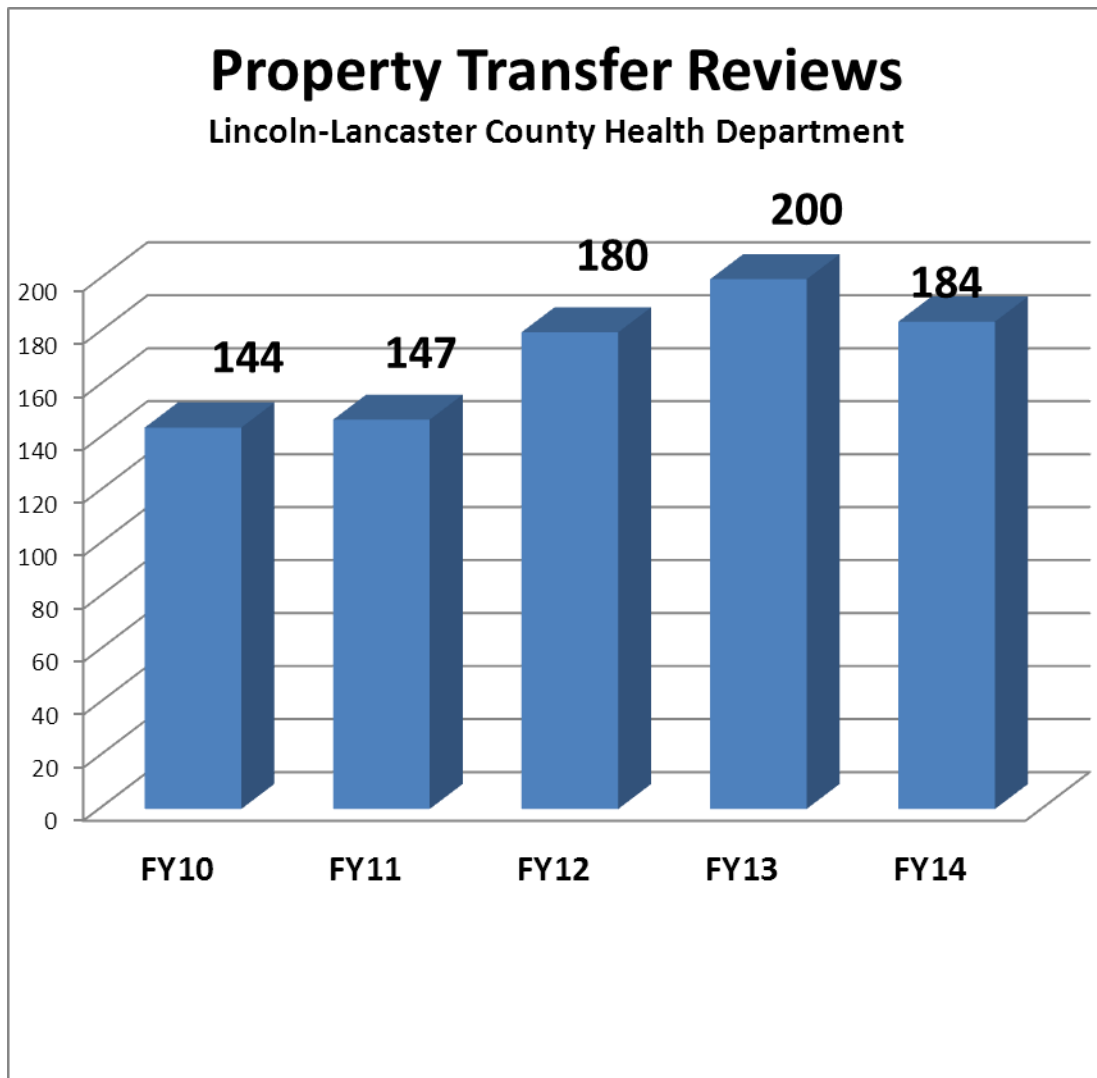
ENVIRONMENTAL PUBLIC HEALTH

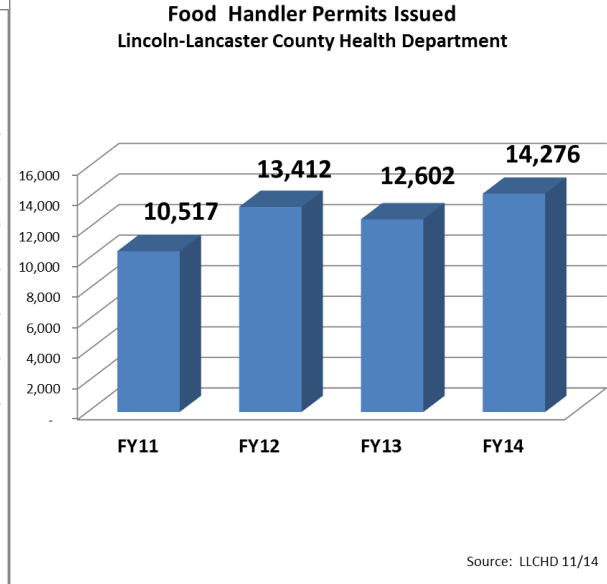
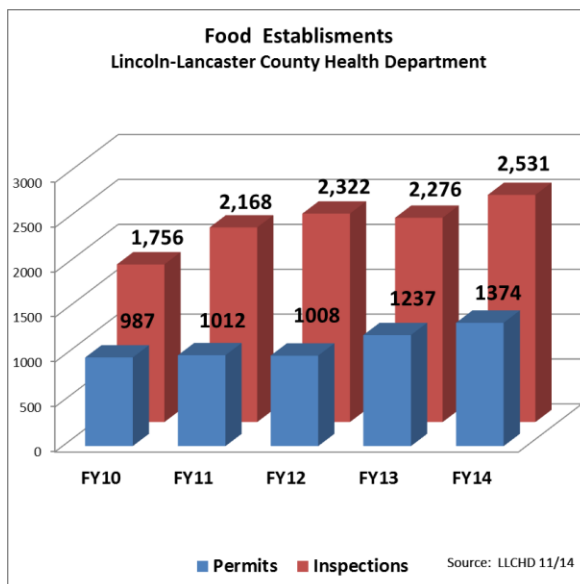
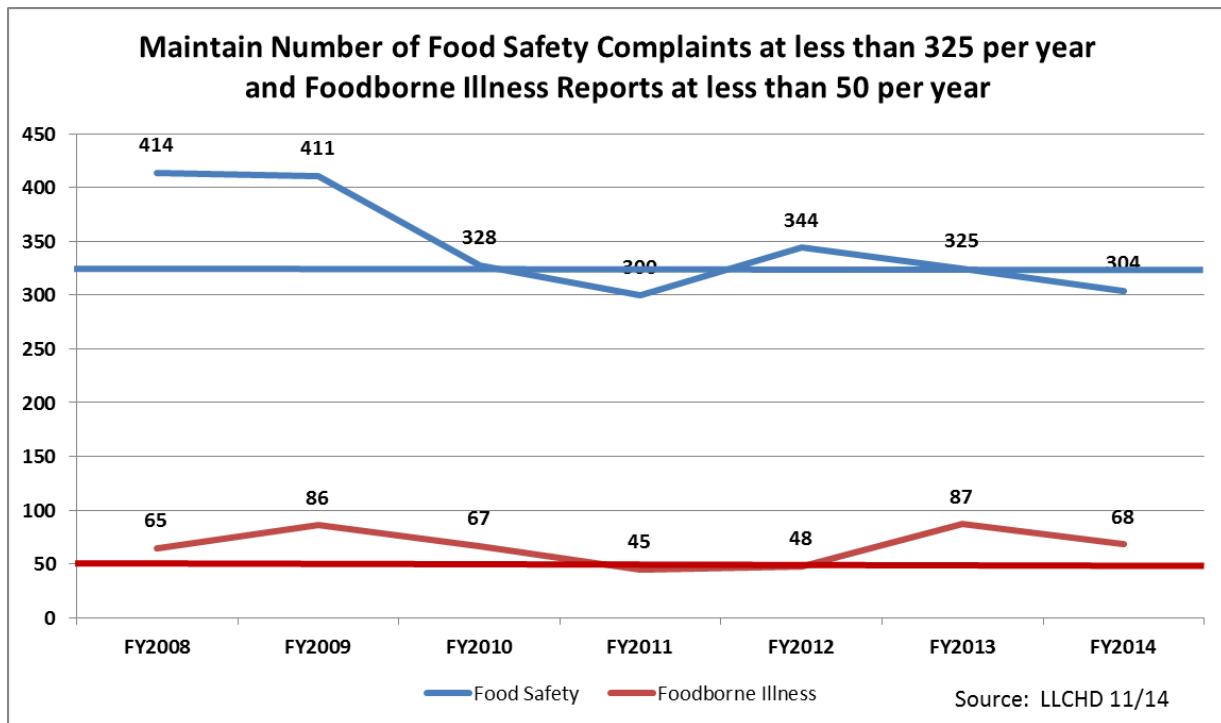
Environmental Public Health – The Year in Numbers

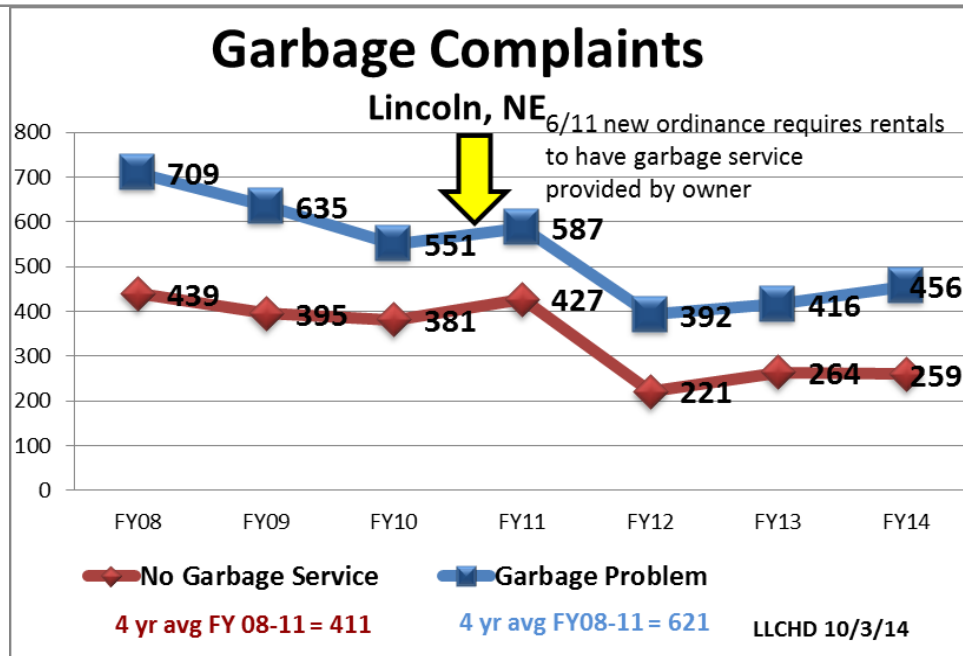
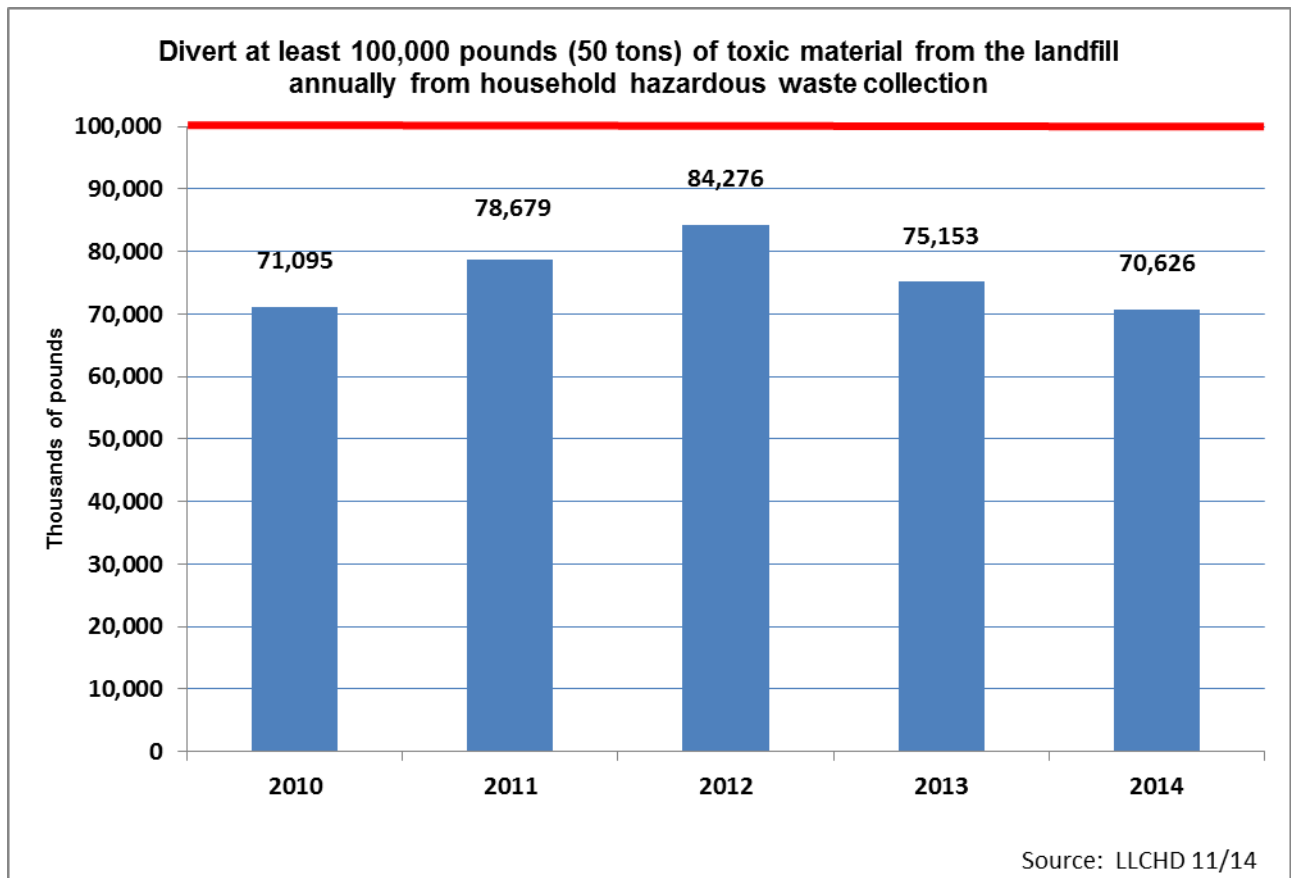


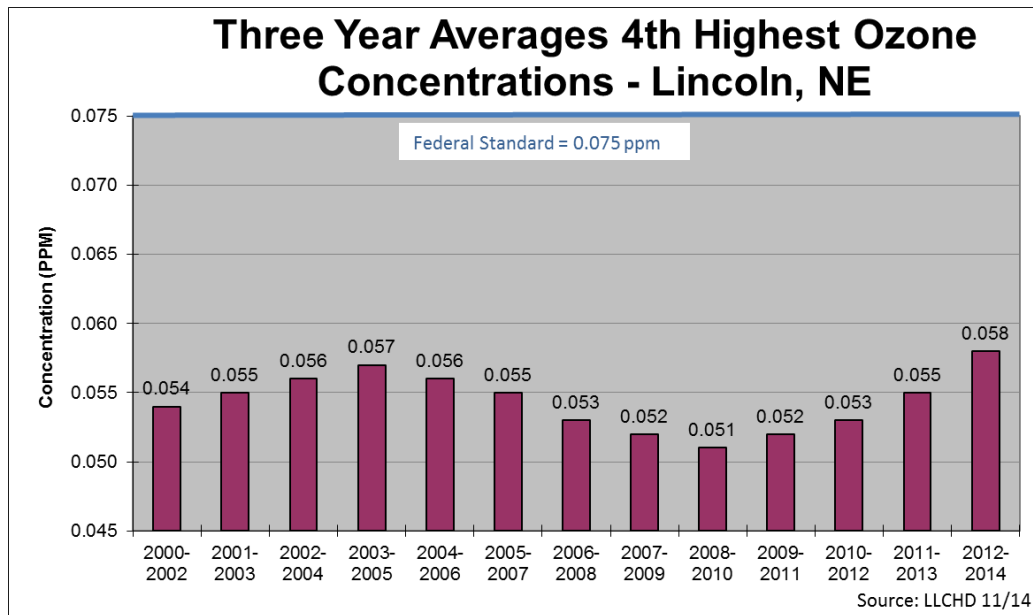












HEALTH DATA & EVALUATION

Ebola update

- In our October monthly report we indicated what we were doing in light of several Ebola cases that had been diagnosed and were being treated in the U.S. Tim Timmons provided an update to the Board of Health at the November 4th meeting and Tim and our Public Health Emergency Response Coordinator, Randy Fischer, as well as other HDE staff continue to work on plans for the possibility that we might have a person with Ebola in Lincoln or Lancaster County. A summary of highlights includes:
 - Convening a tabletop exercise (TTX) on October 28th with all of our community and state partners to discuss plans they have and how they would act in the scenario presented in the exercise. The exercise was a great success with 113 individuals representing 39 agencies who participated in the exercise. Immediately following the exercise, a press conference was held with the media. The after action report (AAR) meeting was held on November 14 and the feedback was that it was an excellent exercise that helped the community understand the many issues involved and how we would respond.
 - Participating in the CDC and Nebraska Department of Health and Human Services calls to keep up with the evolving guidelines and policies. One of the findings from our Ebola TTX was that Lincoln's hospitals would have a difficult time treating an Ebola patient due to the lack of enough personal protective equipment (PPE) and the CDC has now indicated that they would provide a "push package" of PPE (gloves, face shields, surgical gowns, etc.) to any hospital that might have an Ebola case. While any local patient who contracts Ebola may be transferred to the Bio-containment Unit at UNMC,

if those beds are full, the state is looking for one or two regional hospitals to be designated to treat Ebola cases should the UNMC beds be full. There have been no hospitals so designated as of the time of this report.

- Apprising the Board of Health of the October 27th policy that means that any passenger coming in from the four affected West African countries (Liberia, Sierra Leone, Guinea; and, just recently, Mali) to the U.S. will be screened at one of five airports. Travelers' contact information will be gathered and shared with the state and local health departments at their destination location. If we are alerted of a traveler who is at least in the "low risk, but not no risk" staff from the communicable disease program will then monitor their health status (symptoms such as fever or other conditions) for the 21 days post any potential exposure. Depending on their risk level, persons who may be at risk might also have other restrictions on their movement, work, and social interaction. As of this writing only two persons with at least a low risk designation have come to Nebraska and they have not shown any symptoms of the disease.
- Due to the October 27th procedure put in place for travelers from West Africa, if there are any travelers who come to Lancaster County the Health Department should be able to direct them to the appropriate hospital for diagnosis should any of the potential cases spike a fever or develop other symptoms. That minimizes the chance that someone with Ebola suddenly arrives in a physician's office, clinic, urgent care or Emergency Room at a hospital without our knowledge and therefore makes it possible to focus resources to the most appropriate sites.
- While we have been planning for Ebola, the disease that has caused a local outbreak is Pertussis or Whooping Cough. We have had an increase in Pertussis cases, mostly among school age children, and the number of cases has been growing at a rate of one or two a day. While it is disconcerting that some of the adolescents who have contracted the disease are up-to-date with the recommended vaccinations, including the booster, it does appear that their cases are less severe than persons who are not current with recommended immunizations.
- Flu season has started, but so far there's very little flu activity. Still, we continue to recommend that anyone over the age of 6 months should get immunized against the flu to lessen the chances that they might contract the disease and also to lessen the severity of influenza should they get it. It is not too late as it takes two weeks to develop immunity.

HEALTH PROMOTION & OUTREACH

Chronic Disease Prevention and Minority Health

- LLCHD staff provided pedestrian and bicycle safety information to approximately 20

older adults at Madonna ProActive. Staff from Madonna had recognized an increasing number of its senior aged members walking or biking to the facility and wanted to address safety in light of recent bike/pedestrian accidents in Lincoln. This small example of health promotion is worthy of note for a number of reasons: seniors are walking or biking (commuting) to a destination; staff from Madonna recognized the increased biking/walking behavior and felt more safety information was needed; Madonna staff utilized the expertise of LLCHD's physical activity/bike/pedestrian staff to provide the training.

- Staff assisted in the development by 10 Health of a public service announcement on bicycle/motor vehicle safety. The PSA featured a citizen and Lancaster County Sheriff's Chief Deputy talking about the rules of the road for bicyclists and motor vehicle drivers and that the road is shared by both.
- The Department has received a grant from the NDHHS Division of Public Health Lifespan Health Services Unit, Women's and Men's Health Programs in the amount of \$96,500 for 15 months. The intent of this award is to increase preventative health screenings in those populations in Lancaster County that have the lowest rates of screenings. The focus will be on increasing screenings in the health areas of hypertension, diabetes, colorectal cancer, and breast and cervical cancer. A Public Health Educator will be hired to provide health education to the identified populations and to assist them to receive the recommended health screenings and appropriate follow-up care.
- Staff attended a conference of the National League of Cities (NLC) with the emphasis on the Let's Move Cities, Towns and Counties initiative. Lincoln was one of 23 cities, of nearly 500 participating in this initiative, to receive an award from NLC for its community work to reduce obesity, increase physical activity, and improve nutrition among its citizens especially for children and youth.

Injury Prevention

- Staff continue to provide Nebraska Safe Kids Child Care Transportation Trainings for child care center staff who transport children. This three hour training is required by the Nebraska Department of Health and Human Services. LLCHD is offering classes monthly or more often as needed.

Tobacco Prevention

- Through October of 2014, tobacco retailers sold tobacco to minors 17 times out of 264 attempts for a 93.6% rate of no sales to minors. A sales rate to minors of less than 10% is considered an effective deterrent to youth starting to use tobacco.

INFORMATION & FISCAL MANAGEMENT

Department Report – November, 2014

- Division Manager and Fiscal Office Supervisor are facilitating Fiscal Review meetings with the supervisory and management staff of each division. This review includes analysis of FY 2014 Actual final expenditures and revenues and a review of the FY 2015 budgets to identify possible issues to monitor during this fiscal year.
- Work continues to progress on the development of system requirements for Animal Control. The work flow analysis is proving to be valuable to Animal Control staff for other purposes than just a new data system.